Sonos® Controller for Mac or PC

Product Guide

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Sonos Controller for Mac or PC

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Sonos Controller App for Mac or PC

- Lets you control all your music and rooms from any desktop or laptop computer in your house.
- Simply install the software and follow the prompts to guide you through setup and music sharing. You can download the software at ***www.sonos.com/support.***

Already have Sonos?

If you are adding an Sonos Controller for Mac or PC to an existing Sonos system, please see "Adding a Sonos Controller for Mac or PC" on page 1-4 for more information.

Note: The Sonos Controller for Mac or PC requires that you have an Mac or PC, one or more Sonos players, and a wireless router set up in your home. Macs, PCs, and Sonos products are sold separately.

New to Sonos?

It takes just a few steps to get your Sonos system up and running. Unpack the Sonos products you purchased and refer to the Quickstart Guide included in the box. Once you've set up your Sonos system, you can easily download and install the Sonos Controller for Mac or PC. The Sonos Controller for Mac is compatible with Macintosh® OS X® 10.7 and higher. The Sonos Controller for PC is compatible with Windows® XP SP3 and higher.

Chapter 1

For additional help, please visit our website at ***www.sonos.com/support/guides*** to view the latest product documentation.

Your Home Network

To access Internet music services, Internet radio, and any digital music stored on your computer or Network-Attached Storage (NAS) device, your home network must meet the following requirements:

Home network requirements

Note: Your network must have a high-speed Internet connection, as the Sonos system is designed to provide you with free, online software updates. Your Sonos system must be registered to receive these updates so **be sure to register** during the setup process. We do not share your e-mail address with other companies.

- High-speed DSL/Cable modem, or fiber-to-the-home broadband connection for proper playback of Internet-based music services. (If your Internet service provider only offers Satellite Internet access, you may experience playback issues due to fluctuating download rates.)
- If your modem is not a modem/router combination and you want to take advantage of Sonos' automatic online updates, or stream music from an Internet-based music service, **you must install a router in your home network**. If you do not have a router, purchase and install one before proceeding. If you are going to use the Sonos Controller App on an Android™ or iOS device, or you are setting up Sonos wirelessly, you will need a *wireless* router. Please visit our website at ***http://faq.sonos.com/apps*** for more information.

Note: Sonos communicates over a 2.4GHz home network supporting 802.11 b/g wireless technology. 5GHz networks are not supported in a completely wireless Sonos setup.

- Connect a Sonos BRIDGE, BOOST™ or player to your router if:
  - You have a larger home where the WiFi performance isn't reliable and you want to strengthen the wireless performance of your Sonos system.
  - Your WiFi network is already in high demand with streaming video and web surfing and you want to create a separate wireless network exclusively for your Sonos speakers.
  - Your home network is 5GHz only (not switchable to 2.4GHz).
- For best results, you should connect the computer or NAS drive that contains your personal music library collection to your home network router using an Ethernet cable.

System requirements

- 500 MHz processor or better
- 128 MB RAM minimum/256 MB RAM recommended
- Network hardware as described above

Compatible operating systems

- Windows® XP SP3 and higher (while Windows XP SP3 and higher are compatible with Sonos version 5.1 and higher, standard wireless setup is only supported on Windows 7 and higher)
- Macintosh® OS X 10.7 and higher

Compatible music services

Sonos works seamlessly with most music services, including Deezer, Google Play Music, Pandora, Spotify and Radio by TuneIn, as well as downloads from any service offering DRM-free tracks. Service availability varies by region.

For a complete list, see ***www.sonos.com/music***.

Compatible playlist formats

- iTunes®
- Rhapsody®
- Windows Media Player®
- WinAmp®

Compatible audio formats

- MP3
- WMA
- AAC (MPEG4)
- AAC+
- iTunes Plus
- Ogg Vorbis
- Audible .AA files (format 4)

- Apple Lossless
- Flac (lossless)
- Uncompressed WAV and AIFF files
- Native support for 44.1kHz sample rates. Additional support for 48kHz, 32kHz, 24kHz, 22kHz, 16kHz, 11kHz, and 8kHz sample rates.

Previously purchased Apple "Fairplay" DRM-protected songs may need to be upgraded. See Apple for details. WMA Lossless formats not currently supported.

Compatible streaming formats

- MP3
- WMA
- AAC

Note: For the latest system requirements, including supported operating system versions, please visit our website at ***http://faq.sonos.com/specs***.

Compatible screen reader software

- JAWS® for Windows® screen reading software

Getting Started

Adding a Sonos Controller for Mac or PC

Download the Sonos Controller App to a Mac or PC that's connected to your wireless network (Sonos Controller App use requires you have at least one Sonos player set up in your home). The Sonos Controller for Mac is compatible with Macintosh® OS X® 10.7 and higher. The Sonos Controller for PC is compatible with Windows® XP SP3 and higher.

For information on when to use a wireless router with your Sonos system, please visit our website at ***http://faq.sonos.com/apps***.

Note: To use the Sonos Controller App, your Mac or PC, must be connected to your wireless network and the Wi-Fi setting must be turned on.

1. Go to ***www.sonos.com/install*** to download the free Sonos Controller for Mac or Sonos Controller for PC.

   Note: During installation, you may see prompts from your firewall software indicating that the Sonos application is attempting to perform certain operations. You should always allow full access to the Sonos Controller App for Mac or PC. You may also need to change the settings of your firewall software to ensure that Windows file sharing is not blocked. For detailed instructions, please go to our Website at ***http://faq.sonos.com/firewall***.

2. Double-click the Sonos icon and follow the prompts to add the Sonos Controller app to your Sonos system. During setup you will be prompted to press the button(s) on one of your Sonos products:
   - Sonos BRIDGE. Press the **Join** button on top.
   - Sonos BOOST or SUB. Press the **Join** button on the side.
   - Sonos Players. Press the **Play/Pause** and **Volume Up** buttons simultaneously (releasing as soon as the status indicator starts to blink.)

If you need assistance, please go to our website at ***www.sonos.com/support***.

Adding a household

Your Sonos Controller App for Mac or PC gives you quick and easy access to all of your Sonos systems. Simply add a household to your Sonos Controller App and it will automatically connect as you move from one place to another. So, enjoy your Sonos system at work, and when you get home, open your Sonos controller for instant access to your music. The Sonos Controller App for Mac or PC supports up to 100 households.

- Double-click the **Sonos** icon, and then click **Add Another Sonos System**.

Note: You can remove a household from your Sonos Controller App by selecting **Settings** -> **Advanced Settings** -> **Forget Current Sonos System**.

Wireless Setup

If you currently have a Sonos product wired to your router and you'd like to switch to wireless setup, follow the steps below. Switching to wireless setup may be desirable if you currently have a player connected to your router and you'd like to move it to another room. If you have a BRIDGE or BOOST connected to your router, we recommend leaving it connected.

DO NOT DISCONNECT the Sonos product that is currently connected to your router until you complete the wireless setup steps below.

1. Choose one of the following options:
   - Using the Sonos Controller App for PC: Select **Settings** -> **Advanced** from the **Manage** menu. On the **General** tab, select **Wireless Setup**.
   - Using the Sonos Controller App for Mac: Select **Preferences** -> **Advanced** from the **Sonos** menu. On the **General** tab, select **Wireless Setup**.

   Sonos will detect your wireless network.
2. Enter the password for your wireless network.
3. Once the password has been accepted, you can remove the Sonos product from the router and move it to a new location.

System Registration

Registering your music system allows you to receive technical support, Sonos software upgrades, and several free music service trials. At no time is any of your information provided to other companies.

Select **Sonos System Registration** from the **Help** menu.

Sonos App for PC

The Sonos Controller for PC software is compatible with Windows® XP SP3 and higher operating systems. (For the latest system requirements and compatible audio formats, visit our website at ***http://faq.sonos.com/specs***.)

For easy setup, you should install the Sonos Controller for PC software on every Windows computer in your network that contains music files. However, if you wish to access music stored on a computer where file sharing is not yet enabled and the Sonos Controller for PC software is not installed, you can go to our website at ***http://faq.sonos.com/sharing***.

Tour the Sonos Controller for PC App

You can choose music by selecting a music source from the **MUSIC** pane, select a category (such as **Artists**, **Albums**, or **Composers**), and then drilling down through the selected source, or you can search for music in a specific source.

Chapter 2

Navigation

Now Playing screen

The Now Playing pane displays information about the audio that is currently playing in the selected room, playback controls, and so on.

	MUSIC	Click **MUSIC** to browse or select music, or access playlists.
	Back	Click to return to the previous screen.
	Info & Options	Click to display additional options, such as adding a track to your Sonos Favorites or viewing artist/album information. The information appears in the **MUSIC** pane.

Playback Controls

You can control the music settings for the current selection using the playback controls below. The track position slider allows you to move quickly backward or forward through the current track by dragging the slider.

	Play / Pause	Toggles between playing and pausing the current track.
	Next / Fast Forward	Jumps to the start of the next track in the queue; click and hold down button, or click and drag progress bar to fast forward.
	Previous / Rewind	Jumps to the start of the *current* track, if you are more than 3 seconds into the track; jumps to the start of the *previous* track, if you are less than 3 seconds into the track. Click and hold down the button to rewind within the current track. When you release the button, playback resumes at the new location.

Note: You can control playback by pressing the media keys on your keyboard. You can also use keyboard shortcuts. For a list of keyboard shortcuts, select **Help** -> **Keyboard Shortcuts**.

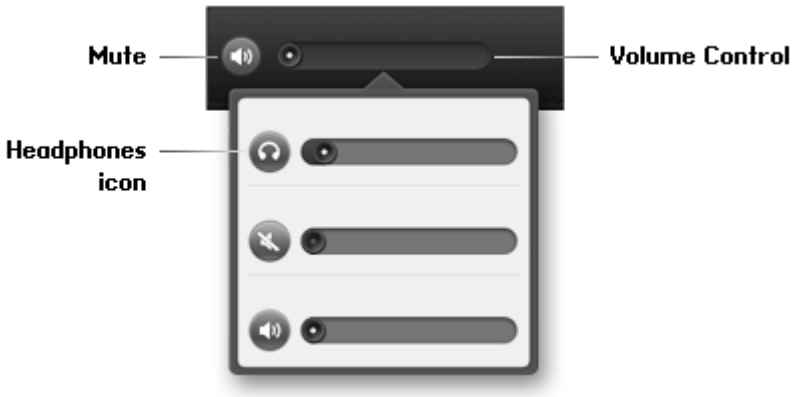
Queue Controls

	Repeat	Repeats the music queue after the last track has finished.

	Shuffle	Changes the order of the tracks in the music queue. Turn shuffle off to return the tracks to their original playback order. Turn shuffle on again and get a different mix.
	Crossfade	Fades out the current track while fading in the next track to create a smooth transition between tracks.

You can also copy the metadata for a track by highlighting the track in the queue, and then selecting **Edit** -> **Copy**. You can paste this content into the Search box on your Sonos Controller for PC, into an online search engine, and so on.

Volume Control



- Click and drag the volume control to the right to increase the volume, or to the left to decrease the volume. If rooms are grouped, adjust the volume across the group using the volume slide at the top, or adjust the volume in one room using the individual slide. When headphones are plugged in, a headphone icon is visible in the volume display. If you don't hear sound coming from your PLAY:5®, check to make sure there are no headphones plugged into the unit. If you adjust group volume, the volume for the component with headphones attached will be unaffected.
- Mute temporarily silences the music in a room (for a group, all rooms in the group are affected). From the **ROOMS** pane, click to highlight the room or group you want to mute, and then click the **Mute** button. To mute one room in a group, click the volume slide and then click the **Mute** button for the room. To unmute, click the **Mute** button again.

Note: A headphone indicator appears on the **Volume** screen when headphones are plugged in to a PLAY:5. If you adjust group volume, the volume for the PLAY:5 with headphones attached is unaffected.

Clock and Alarms

Setting date and time

1. From the **Manage** menu, select **Settings** -> **Date and Time**.
2. Select your time zone, date format, and time format.
3. Select the **Adjust for Daylight Savings Time** checkbox, as needed.

4. Choose one of the following options:
   - To set the date and time from the Internet, select the **Set the date and time from the Internet** checkbox. Your Sonos system will periodically update the date and time from the Internet.
   - Or, set the date and time manually (**Set the date and time from the Internet** must be off for this option to be available).

Adding an alarm

1. Click **Alarms**, and then click **Add**.
2. Choose the desired settings for this alarm, including the alarm time, the room you would like the alarm to play in, the music source you'd like to play from, the frequency of the alarm, and the volume and duration.
   - If you check **Include grouped rooms**, the alarm will play in the rooms that are grouped together at the time the alarm goes off. It does not play in the rooms that were grouped when the alarm was originally added to the Sonos system.
   - If you check **Shuffle music**, the play mode for the selected alarm music will be set to shuffle.
3. Click **OK**.
4. Select the **ON** checkbox for the alarm you want to turn on.

Note: If the music you've selected is not available when the alarm goes off (such as an Internet radio station that has dropped off), your alarm plays the Sonos chime instead.

Setting an alarm

- Click **Alarms**, and then select the **ON** checkbox for the alarm you want to turn on.

Note: You can also turn on an alarm when adding or editing it.

Changing an alarm

1. Click **Alarms**, select an alarm from the list, and then click **Edit**.
2. Make the desired changes.
   - If you check **Include grouped rooms**, the alarm will play in the rooms that are grouped together at the time the alarm goes off. It does not play in the rooms that were grouped when the alarm was originally added to the Sonos system.
   - If you check **Shuffle music**, the play mode for the selected alarm music will be set to shuffle.
3. Click **OK**.

Deleting an alarm

1. Click **Alarms**.
2. Select the alarm you wish to delete, and then click **Remove**.

Setting a sleep timer

1. Click **Sleep Timer**.
2. Select the desired time frame.
3. If you wish to turn the sleep timer off, select **Off** from the list.

When a sleep timer is active, the time displays next to **Sleep Timer**.

Turning off an alarm

When the alarm goes off, click to turn it off.

Software Updates

Sonos provides software updates for your music system in order to improve performance and add features. Your Sonos system must be registered to receive updates. If you have not yet registered, go to ***http://faq.sonos.com/register*** for help with this step.

Setting software update preferences

There are two options available:

- Periodically check for updates. When there is a software update available, an alert will appear when you start the Sonos Controller for PC software.
- Do not check for updates.

1. From the **Manage** menu, select **Settings** -> **Advanced**.
2. On the **General** tab, select the **Automatically check for updates** check box if you want the Sonos system to check periodically for a newer version of the software.

Downloading software updates

When there is an update available, **Update Now** appears in the **MUSIC** pane.

1. Click **Update Now** to begin the update process.

   You can also check for software updates by selecting **Check for Software Updates** from the **Manage** menu.
2. If there are updates available, click **Next** to download.
   - Your Sonos products will all be updated as they must carry the same software version number. This process may take several minutes per device, depending upon your network connection. **The Sonos Controller for PC will automatically close and then re-open during the update process.**

Important Note: Do not disconnect power from your Sonos product(s), or in any way disable your Sonos system while this process is running. Contact Sonos Customer Support if an error occurs.

- Software updates to a handheld Sonos Controller must be initiated from that Controller, so if you have recently updated the Sonos Controller for PC software, you will be prompted to update your other Sonos controllers the next time you use them. Simply follow the on-screen prompts.
- If your software is up to date, the message "Your Sonos system is up to date. No Updates are Required." will appear instead.
- One or more Sonos products may need to be updated when you purchase a new Sonos product with a later software version, or if you plug in a Sonos product that was not in use when you performed your last software update. If a product's software version gets out of sync with the rest of your Sonos system, a message will display in the **ROOMS** pane. Click the outdated room to begin the software update process.

For additional information, go to ***http://faq.sonos.com/updateerror***.

Beta Programs

Sonos lets customers try out pre-release beta software to test new features and help us improve our products. While you are running beta software, usage data sharing is automatically turned on.

1. From the **Manage** menu, select **Settings** -> **Advanced**.
2. On the **Improve Sonos** tab, click **Beta Program**, and then follow the on-screen prompts.

Language Preference

1. From the **Manage** menu, select **Change Language.**
2. Select a new language, and then click **Restart Controller**.

Firewall Information

The Sonos Wireless HiFi System is designed to work with most firewall software. You will be prompted during setup to allow access to Sonos—**be sure to allow access to Sonos** when prompted or the Sonos system will not operate correctly. For the latest firewall information, go to ***http://faq.sonos.com/firewall***.

You can also contact Sonos Technical Support at ***www.sonos.com/support***.

Sonos App for Mac

The Sonos Controller for Mac is compatible with Macintosh OS X, version 10.7 or later. (For the latest system requirements and compatible audio formats, you can visit our website at ***http://faq.sonos.com/specs***.)

For easy setup, you should install the Sonos Controller for Mac software on every Macintosh computer in your network that contains music files. During the setup process, you may be asked to configure your Macintosh's firewall for Sonos. Also, if your Macintosh computer does not have Windows Sharing enabled, the Sonos Controller for Mac will guide you through the process of enabling it.

Tour the Sonos Controller for Mac App

You can choose music by selecting a music source from the **MUSIC** pane, select a category (such as **Artists**, **Albums**, or **Composers**), and then drilling down through the selected source, or you can search for music in a specific source.

Chapter 3

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You can control the music settings for the current selection using the playback controls below. The track position slider allows you to move quickly backward or forward through the current track by dragging the slider.

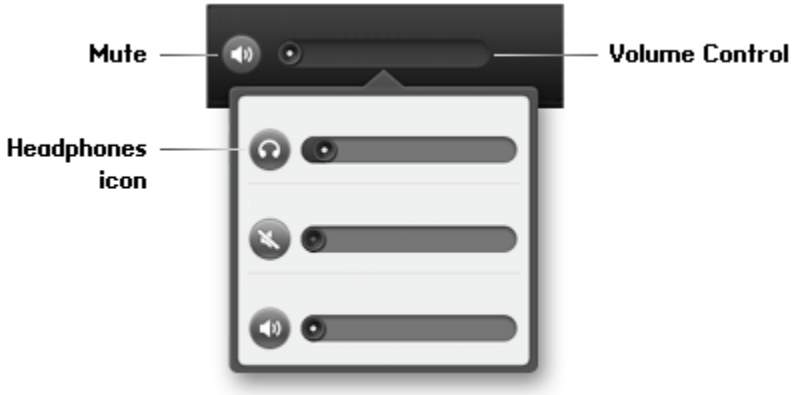
	Play / Pause	Toggles between playing and pausing the current track.
	Next / Fast Forward	Jumps to the start of the next track in the queue; click and hold down button, or click and drag progress bar to fast forward.
	Previous / Rewind	Jumps to the start of the *current* track, if you are more than 3 seconds into the track; jumps to the start of the *previous* track, if you are less than 3 seconds into the track. Click and hold down the button to rewind within the current track. When you release the button, playback resumes at the new location.

Note: You can also control playback using the media keys on your keyboard or keyboard shortcuts. For a list of keyboard shortcuts, select **Help** -> **Keyboard Shortcuts**.

Queue Controls

	Repeat	Repeats the music queue after the last track has finished.
	Shuffle	Changes the order of the tracks in the music queue in a random order. Turn shuffle off to return the tracks to their original playback order. Turn shuffle on again and get a different mix.
	Crossfade	Fades out the current track while fading in the next track to create a smooth transition between tracks.

Volume Control



- Click and drag the volume control right to increase volume, or left to decrease volume. If rooms are grouped, adjust the volume across the group using the volume slide at the top, or adjust the volume in one room using the individual slides. When headphones are plugged in, a headphone icon is visible in the volume display. If you don't hear sound coming from your PLAY:5, check to make sure there are no headphones plugged into the unit. If you adjust group volume, the volume in the room with headphones attached will be unaffected.
- Mute temporarily silences the music in a room (for a group, all rooms in the group are affected). From the **ROOMS** pane, click to highlight the room or group you want to mute, and then click the **Mute** button. To mute one room in a group, click the volume slide and then click the **Mute** button for the room. To unmute, click the **Mute** button again.

Note: A headphone indicator appears on the **Volume** screen when headphones are plugged in to a PLAY:5. If you adjust group volume, the volume for the PLAY:5 with headphones attached is unaffected.

Clock and Alarms

Setting date and time

1. From the **Sonos** menu, select **Preferences** -> **Date and Time**.
2. Select your time zone, date format, and time format.
3. Select the **Adjust for Daylight Savings Time** checkbox, as needed.
4. Choose one of the following options:
   - To set the date and time from the Internet, select the **Set the date and time from the Internet** checkbox. Your Sonos system will periodically update the date and time from the Internet.
   - Or, set the date and time manually (**Set the date and time from the Internet** must be off for this option to be available).

Adding an alarm

1. Click **Alarms** and then click **+**.
2. Choose the desired settings for this alarm, including the alarm time, the room you would like the alarm to play in, the music source you'd like to play from, the frequency of the alarm, and the volume and duration.
   - If you check **Include grouped rooms**, the alarm will play in the rooms that are grouped together at the time the alarm goes off. It does not play in the rooms that were grouped when the alarm was originally added to the Sonos system.
   - If you check **Shuffle music**, the play mode for the selected alarm music will be set to shuffle.
3. Click **OK**.

Note: If the music you've selected is not available when the alarm goes off (such as an Internet radio station that has dropped off), your alarm plays the Sonos chime instead.

Setting an alarm

To turn on an alarm:

- Click **Alarms**, and then select the checkbox next to the alarm you want to turn on.

Note: You can also turn on an alarm when adding or editing it.

Changing an alarm

1. Click **Alarms**, select an alarm from the list, and then click **Edit**.
2. Make the desired changes.
   - If you check **Include grouped rooms**, the alarm will play in the rooms that are grouped together at the time the alarm goes off. It does not play in the rooms that were grouped when the alarm was originally added to the Sonos system.
   - If you check **Shuffle music**, the play mode for the selected alarm music will be set to shuffle.

3. Click **OK**.

Deleting an alarm

1. Click **Alarms**.
2. Select the alarm you wish to delete, and then click .

Setting a sleep timer

1. Click **Sleep Timer**.
2. Select the desired time frame.
3. If you wish to turn the sleep timer off, select **Off** from the list.

When a sleep timer is active, the duration displays next to **Sleep Timer**.

Turning off an alarm

When the alarm goes off, click to turn it off.

Software Updates

Sonos provides software updates for your music system in order to improve performance and add features. Your Sonos system must be registered to receive updates. If you have not yet registered, go to ***http://faq.sonos.com/register*** for help with this step.

Setting software update preferences

There are two options available:

- Periodically check for updates. When there is a software update available, an alert will appear when you start the Sonos Controller for Mac software.
- Do not check for updates.

1. From the **Sonos** menu, select **Preferences**.
2. Click **Advanced**.
3. On the **General** tab, select the **Automatically check for updates** checkbox if you want the Sonos system to check periodically for a newer version of the software.

Downloading software updates

When there is an update available, **Update Now** appears in the **MUSIC** pane.

1. Click **Update Now** to begin the update process.

   You can also check for software updates by selecting **Check for Updates** from the **Sonos** menu.

2. If there are updates available, click **Next** to download.
    - Your Sonos products will all be updated as they must carry the same software version number. This process may take several minutes per device, depending upon your network connection. **The Sonos Controller for Mac will automatically close and then re-open during the update process.**

Important Note: Do not disconnect power from your Sonos product(s), or in any way disable your Sonos system while this process is running. Contact Sonos Customer Support if an error occurs.

- Software updates to a handheld Sonos controller must be initiated from the controller, so if you have recently updated the Sonos Controller for Mac, you will be prompted to update your handheld controllers the next time you use them. Simply follow the on-screen prompts.
- If your software is up to date, the message "Your Sonos system is up to date. No Updates are Required." will appear instead.
- One or more Sonos products may need to be updated when you purchase a new Sonos product with a later software version, or if you plug in a Sonos product that was not in use when you performed your last software update. If a product's software version gets out of sync with the rest of your Sonos system, a message will display in the **ROOMS** pane. Click the outdated room to begin the software update process.

For additional information, go to ***http://faq.sonos.com/updateerror***.

Beta Programs

Sonos lets customers try out pre-release beta software to test new features and help us improve our products. While you are running beta software, usage data sharing is automatically turned on.

1. From the **Sonos** menu, select **Preferences** -> **Advanced**.
2. On the **Improve Sonos** tab, click **Beta Program**, and then follow the on-screen prompts.

Uninstalling Sonos

If you wish to remove the Sonos Controller software from your Macintosh computer, choose **Uninstall** from the **Sonos** menu, and then drag the application to the trash. The Sonos system will no longer be able to access music from this computer.

Language Preference

The Sonos Controller will try to use the language you have selected in your OS X® operating system (**System Preferences**).

Firewall Information

The Sonos Wireless HiFi System is designed to work with most firewall software. You will be prompted during setup to allow access to Sonos—**be sure to allow access to Sonos** when prompted or the Sonos system will not operate correctly. For the latest firewall information, go to ***http://faq.sonos.com/firewall***.

You can also contact Sonos Technical Support at ***www.sonos.com/support***.

Enabling Windows File Sharing

1. From the **System Preferences** window, select the **Sharing** folder.
2. Check the box next to **File Sharing** to turn file sharing on.
3. Click **Options...** and select **Share files and folders using SMB (Windows)**.
4. Click **Done**.

Managing Rooms

Sonos lets you enjoy music in up to 32 rooms, inside or out. You can play a different song in every room or play the same song in every room. Group the kitchen and patio together when you're barbecuing; group the rooms throughout your home in perfect synchronization for a party; or leave all your rooms ungrouped so that everyone can make a different music choice.

Use the **ROOMS** list to:

- Select a room to play music in
- See what's playing in every room
- Group rooms together to play the same music in synchrony
- Remove a room from a room group

Grouping Rooms

Any number of rooms can be grouped together to play the same audio in synchrony.

- You can group or ungroup rooms while music is playing.
- You can group all the Sonos players in your house with one touch by choosing **Select All**.
- You can group rooms first and then select the music you want to play, or you can add room(s) to a location where music is already playing. Any rooms you group will automatically drop their current music queue and begin to play the music from the selected room.
- If you want to be able to play a music queue later, save the queue as a Sonos playlist before you group the rooms. See "Sonos Playlists" on page 5-15 for more information.

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1. From the **ROOMS** pane, click **Group** to the right of the room you want to group with other rooms.

2. Check the rooms you want to add to this group, and then click **Done**.

   If you want to group all the rooms in your house, click **Select All**. All of your Sonos components will play the same music in synchrony until you remove rooms from the group.

Ungrouping Rooms

1. From the **ROOMS** pane, click **Group** to the right of the group you want to change.
2. Uncheck the room(s) you want to remove from the group, and then click **Done**.

Music Sources

Available Music Sources

- Radio (Internet radio stations, radio shows, or podcasts)
- Music services
- iTunes music from an iPhone, iPad, or iPod touch that's on the same network as your Sonos products
- Audio from an Android device that's on the same network as your Sonos products
- Google Play Music (Android devices)
- Local music library (shared folders on your home network)
- Sonos Favorites
- Sonos playlists (music queues you have saved for future playback)
- Line-in (connect an external audio source like an Apple® AirPlay® device, CD player, TV, MP3 player or more to a Sonos product via line-in and stream the audio to any or all Sonos products around your house)
- Music from UPnP servers
- Windows Media Player
- Docked iPods

What is radio?

Sonos includes a radio guide that provides immediate access to thousands of free Internet radio stations and broadcast programs. You can easily find Internet radio stations from all over the world—music, news, and variety programming, including archived shows and podcasts. You can also add your own favorite stations if they use streaming MP3, AAC, or WMA formats (not every radio station provides streams).

What is a music service?

A music service is an online music store or online service that sells audio on a per-song, per audiobook, or subscription basis. Sonos is compatible with several music services - you can visit our website at ***www.sonos.com/music*** for the latest list.

What is wireless iTunes playback from iOS devices?

Wireless iTunes playback allows you to select and play music and podcasts stored on any iPad, iPhone, or iPod touch that's on the same network as your Sonos products. Once you make an audio selection from your iPad, iPhone, or iPod touch, you can use any Sonos controller to control playback. Playback is perfectly synchronized, in any or every room of your home. For more information, see the *Sonos Controller for iPhone Product Guide* or the *Sonos Controller for iPad Product Guide*.

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What is wireless playback from Android devices?

Wireless playback from Android devices allows you to select and play music and podcasts stored on any Android device that's on the same network as your Sonos products. Once you make an audio selection from your Android device, you can use any Sonos controller to control playback. Playback is perfectly synchronized, in any or every room of your home.

What is Google Play Music service on Sonos?

You can play music to your Sonos system directly from the Google Play Music app on any Android device.

What is your local music library?

Your local music library includes digital music located anywhere on your home network, such as:

- shared folders on your computer
- shared folders on another computer in your network
- Network-Attached Storage (NAS) devices

You can browse your music library in various ways. You can enter search criteria to quickly find a particular music selection, or you can browse through a category hierarchy to make music selections.

Note: If a computer on your network is turned off or is in *standby* mode, the music folders on that computer will be unavailable to the Sonos system until the computer is turned back on.

Your selection choices include:

- Artists
- Albums
- Composers
- Genres
- Tracks
- Imported playlists
- Folders
- Search

What is Sonos Favorites?

Sonos Favorites gives you quick and easy access to the music you love the most. You can add audio selections to your Sonos Favorites from any controller. Once you've added a favorite, it appears under **Sonos Favorites** on the **MUSIC** menu.

What is a Sonos playlist?

A Sonos playlist is a music queue you create and then save for future listening. For example, you might want to create a *jazz* playlist, a *party* playlist, or an *easy listening* playlist.

What is Line-in?

You can connect an external source like a CD player, portable music player, television, or AirPlay device to your Sonos system, and stream the audio to any or all Sonos products (PLAY:5, CONNECT™, or CONECT:AMP™) around your house. For information on connecting an external source, please see the *Sonos® System Setup Guide*.

What is music from UPnP servers?

Sonos can play music from compatible UPnP servers running on your network. If you are using a desktop application such as Rhapsody to organize the music on your local drive, your Sonos system can access the music server using Universal Plug and Play (UPnP).

What is Windows Media Player?

If you have Windows Media Player on your computer, you will need to turn on *media sharing* in Windows Media Player so that the Sonos system can access the music stored in your WMP library. When media sharing is turned on, Sonos can play all the music in your WMP library, including any DRM-free songs you've downloaded from a music service.

What is a docked iPod?

The Sonos DOCK allows you to play music stored on your docked iPod or iPhone in any or every room of your home, all perfectly synchronized.

Radio

Sonos includes a radio guide that provides access to thousands of free Internet radio stations and broadcast programs. You can easily find radio from all over the world—music, news, and variety programming, including archived shows and podcasts.

- If you have a music service enabled on your computer, you can additionally select Internet radio stations from your music service.
- Sonos currently supports MP3, AAC, and WMA streaming audio formats.
- If you can't find your favorite radio station or show, go to ***http://faq.sonos.com/radio*** for additional information.

Selecting a local radio location

Selecting a local radio location will give you easy access to local radio stations in that city. There are two ways you can set your location:

- by entering a ZIP code (U.S. only)
- by selecting a city

1. From the **MUSIC** pane, select **Radio**.
2. Select **Local Radio**, and then click **Change Location**.
3. Choose one of the following:

- **Enter ZIP Code**, and then type a ZIP code.
- **Pick a City**, and then browse to find a location.

Adding a radio station

You can use the Sonos Controller for Mac or PC to add a radio station that does not appear in the radio guide. You must know the streaming URL, and the station must use the streaming MP3, AAC, or WMA broadcast format. This station will be added to your Favorites list.

1. From the **Manage** menu, select **Add Radio Station**.
2. Type the streaming URL for the radio station you want to add to your station list (for example: **http://shoutcast.com/sbin/shoutcast-playlists.pls?rn=8107&file=filename.pls**).
3. Type the radio station's name in the **Station Name** field, and then click **OK**.

   The new radio station appears in your **My Radio Stations** list.

Editing a radio station

Use the Sonos Controller for Mac or PC to edit a radio station.

Note: You can only edit the streaming URL or station name for those radio stations you manually added to your **My Radio Stations** list.

1. From the **MUSIC** pane, select **Radio**.
2. Browse to find the station you want to edit.
3. Click ▼ next to the radio station you want to edit, and then choose **Edit Radio Station**
4. Change the streaming URL or the station name, and then click **OK**.

Adding a station or show to My Radio

When you add a radio station to **My Radio Stations** (or a show to **My Radio Shows**), it is duplicated, not removed, from the original radio list.

1. From the **MUSIC** pane, select **Radio.**
2. Find the station or show you want to add to your list.
3. Click ▼ next to the radio station or show, and then choose **Info & Options**.
4. Click **Add to My Radio Stations** or **Add to My Radio Shows**.

You can also add a station or show while listening to it by clicking , and then clicking **Add to My Radio Stations** or **Add to My Radio Shows**.

Removing a station or show from My Radio

1. From the **MUSIC** pane, select **Radio.**
2. Click **My Radio Stations** or **My Radio Shows** and find the station or show you want to remove.

3. Click ▼ next to the selection, and then choose **Info & Options**.
4. Click **Remove from My Radio Stations** or **Remove from My Radio Shows**.

Music Services

A music service is an online music store or online service that sells audio on a per-song, per audiobook, or subscription basis. Sonos is compatible with several music services—to view the latest list, visit our website at ***www.sonos.com/music***. For information about using a specific music service, go to ***http://faq.sonos.com/musicservices***.

You can associate up to 32 music service accounts with your Sonos system. Each Sonos controller can have a unique music service account associated with it so that everyone gets their own custom music experience. For example, you can use your Pandora account (with your radio stations and preferences) and your son can use his Pandora account (with his radio stations and preferences).

When you add a music service account to a Sonos controller, it becomes the default account for that controller. You can switch between accounts by changing the default account for a controller at any time. See "Changing the default music service account" on page 5-8 for more information. Pandora features, such as the ability to like tracks, are only available on the controller that started the playback so if you start playing a Pandora station on your controller, you are the only one who can like tracks. For all other services, the options that are available depend on the permissions of the default music service account. For example, if the default Spotify account on a Sonos controller is the trial version of the service, only certain options will be available. For more information, go to ***http://faq.sonos.com/multiaccount***.

Note: You can build playlists from multiple music service accounts, but you will not have the ability to see which account the tracks came from.

- Some music services may not be available in your country. Please check the music service's website for more information.
- To activate any of the free music service trials that are included with your Sonos system, your Sonos system must be registered. If you have not yet registered, go to ***http://faq.sonos.com/register*** for help with this step.
- The **MUSIC** menu displays the music services that are set up to work with Sonos.
- To add or update a music service, click **Add Music Services** from the **MUSIC** menu.

Activating a music trial

Free music service trials are available in some countries. (Please check the individual music service's website for more information.) If there is a music service trial available on your controller, simply follow the steps below to activate it. After the trial period is up, you will need to subscribe to the music service to keep the music playing.

1. From the **Manage** menu, select **Service Settings**.

   The music services that are currently configured to work with your Sonos system are displayed.
2. Click **Add** (PC) or + (Mac).
3. Select the music trial you would like to activate, and then click **Next**.
4. Specify that you are new to the service, and then click **Next**.
5. Click the link to go to the website for the music service and set up an account there.

6. After you have set up a music service account, click **Next**

   You will be asked to provide a nickname for your account. If there are multiple accounts for this music service associated with your Sonos system, the nickname appears below the music service name on the music menu so you always know which account you are using. You can change the account nickname or switch to a different account at any time. See "Changing the music service account nickname" on page 5-7 and "Changing the default music service account" on page 5-8 for more information.

After the trial expires

If you want to subscribe to a music service after your free trial expires, go to the music service's website to sign up. Once you become a subscriber, simply update Sonos with your membership information (steps below) and you'll have instant access to the music service from your Sonos system.

1. From the **Manage** menu, select **Service Settings**.
2. Choose one of the following:
   - Using the Sonos Controller for PC, select the music service you wish to subscribe to, and click **Subscribe**.
   - Using the Sonos Controller for Mac, click **Subscribe** next to the service you wish to subscribe to.
3. Click the link to go to the website for the music service and set up an account there.
4. After you have subscribed to the music service, click **Next**.
5. Enter your music service login and password, and click **Next**.

   After your login and password have been verified by the music service, you can select your music service in the **MUSIC** pane, and make a music selection.

Note: If your music service does not appear in the **MUSIC** pane, your firewall may be preventing Sonos from accessing it. For additional information, go to ***http://faq.sonos.com/firewall***.

Adding a compatible music service account

If you are currently subscribed to a music service that's compatible with Sonos, simply add your music service login and password information (as needed) to Sonos and you'll have instant access to the music service from your Sonos system. To see the latest list of compatible music services, go to ***www.sonos.com/music***.

You can associate up to 32 music service accounts with your Sonos system, including multiple accounts for the same music service—each Sonos controller can have a different default music service account so that everyone gets their own custom music experience.

(If you have not yet subscribed to a music service, first go to the music service's website to sign up. Once you become a subscriber, simply follow the steps below to add your account information to Sonos.)

1. From the **Manage** menu, select **Service Settings**.

   The music services that are currently configured to work with your Sonos system are displayed.

2. Click **Add** (PC) or (Mac).
3. Select the Sonos-compatible music service you would like to add, and then click **Next**.

4. Select **I already have an account**, and then click **Next**.
5. Enter your music service login and password, and click **Next**.

Note: If you're a Spotify user, you can choose to log in with your Spotify account information or your Facebook credentials.

You will be asked to provide a nickname for your account. If there are multiple accounts for this music service associated with your Sonos system, the nickname appears below the music service name on the music menu so you always know which account you are using. You can change the account nickname or switch to a different account at any time. See "Changing the music service account nickname" on page 5-7 and "Changing the default music service account" on page 5-8 for more information.

Your login and password will be verified with the music service. Once your credentials have been verified, you'll have instant access to the music service—it will appear as an option on the **MUSIC** menu.

Note: If your music service does not appear in the **MUSIC** pane, your firewall may be preventing Sonos from accessing it. For additional information, go to ***http://faq.sonos.com/firewall***.

Changing your music service password

If you want to change the password for a music service you subscribe to, such as Spotify, Rhapsody, or SiriusXM, **you must first change the password with your music service provider** by going to their website and changing your password in the account settings. Once you've changed your password there, update your Sonos system:

1. Go to your music service provider's website, and change your password in the account settings.

   After you've changed your password there, follow the steps below to update your Sonos system.
2. From the **Manage** menu, select **Service Settings**.
3. Highlight the music service you wish to update.
4. Choose one of the following:
   - On a PC, click **Edit**.
   - On a Mac, click , and then select **Change Password**.

Note: If you don't change your password with the music service first, it won't work on your Sonos system.

Changing the music service account nickname

The account nickname appears below the music service name in the music menu.

1. From the **Manage** menu, select **Service Settings**.
2. Highlight the music service account you wish to update.
3. Choose one of the following:
   - On a PC, click **Edit**.

- On a Mac, click , and then select **Change Nickname**.

Changing the default music service account

You can quickly and easily change the default music service account for a controller.

1. Click ▼ next to a music service in the **MUSIC** pane.
2. Select a different account.

The nickname for the default account for the controller appears below the music service name in the music menu.

Caution: Any changes you make, such as liking tracks, affect the preferences for the default music service account.

Replacing a music service account

1. From the **Manage** menu, select **Service Settings**.
2. Select the music service you wish to replace.
3. Choose one of the following:
   - On a PC, click **Replace**.
   - On a Mac, click , and then select **Replace Account**.
4. Enter your music service login and password, and then click **Next**.

   After your login and password have been verified by the music service, you can select the music service from the **MUSIC** pane, and make a music selection.

Reauthorizing a music service account

Periodically, you may be asked to reauthorize account with a music service.

1. From the **Manage** menu, select **Service Settings**.
2. Select the music service that has the account you wish to reauthorize.
3. Choose one of the following:
   - On a PC, click **Reauthorize**, and then follow the on-screen prompts.
   - On a Mac, click , select **Reauthorize**, and then follow the on-screen prompts.

Removing a music service account from Sonos

You may wish to remove a music service account from your Sonos system—for example, you might want to remove a music service trial after it has expired.

1. From the **Manage** menu, select **Service Settings**.
2. Select the music service account you wish to remove, and click **Remove** (PC) or (Mac).

Note: All controllers that used this account as the default account now use the oldest account associated with your Sonos system as the default account.

This will not delete your account from the music service—your account status with the music service will be unaffected.

Removing a music service trial

When a music service trial expires, you may wish to remove the expired trial from your Sonos system.

1. From the **Manage** menu, select **Service Settings**.
2. Select the trial music service you wish to remove.
3. Click **Remove** (PC) or **−** (Mac), and then follow the on-screen prompts.

Note: All controllers that used this account as the default account now use the oldest account associated with your Sonos system as the default account.

Sonos Labs

Be among the first to try out a new music service before it is officially released! When you see a music service listed in Sonos Labs, you can go to that music service's website, create an account, and then add your account information to Sonos.

Sonos continually updates the list of available beta music services, so please check back frequently.

1. From the **Manage** menu, select **Service Settings**.
2. Click **Sonos Labs** (PC) or **Visit Sonos Labs** (Mac).
3. Select the service you would like to add, and then click **Next**.

   You will be asked if you want to share usage data, if you have not done so already.
4. Select **I already have an account**, and then click **Next**.
5. Enter your music service login and password, and then click **Next**.

   After your login and password have been verified by the music service, you can select the music service from the **MUSIC** pane, and make a music selection.

Note: If your music service does not appear in the **MUSIC** pane, your firewall may be preventing Sonos from accessing it. For additional information, go to ***http://faq.sonos.com/firewall***.

Wireless iTunes Playback from iOS Devices

You can select and play music and podcasts stored on any iPad, iPhone, or iPod touch that's on the same network as your Sonos products. Playback is perfectly synchronized, in any or every room of your home. Simply choose **This iPad**, **This iPhone**, or **This iPod touch** from the Sonos app on your iOS device to make audio selections and then you can use any Sonos controller to control playback.

Wireless Playback from Android Devices

You can select and play music stored on any Android device that's on the same network as your Sonos products. Playback is perfectly synchronized, in any or every room of your home. Simply choose **This Mobile Device** from the Sonos app on your Android smartphone or tablet to make audio selections and then you can use any Sonos controller to control playback.

Google Play Music (Android Devices)

You can play music to your Sonos system directly from the Google Play Music app on any Android device. This feature is available for both Standard and All Access Google Play Music customers.

To play music directly from the Google Play Music app to your Sonos system, you must have both the Google Play Music app and the Sonos Controller app installed on your mobile device.

Simply open the Google Play Music app and connect to a Sonos room or room group to start the music.

Managing Your Local Music Library

The Sonos system can play music from any computer or Network-Attached Storage (NAS) device on your home network where you have shared music folders. During the setup process, you are guided through the process of accessing your local music library (such as your iTunes library). Over time, you may wish to add or remove music folders from this list.

Once you've set up your local music library, you can play selections from it by choosing **Music Library** from the **Music** menu.

Note: If you have uncompressed WAV or AIFF files in your music collection, they may only be available for browsing and/or selection via **Tracks** or **Folders** as uncompressed files may not contain detailed information such as artist, title and genre.

Adding a shared folder

To make another shared folder available to your Sonos system:

1. From the **Manage** menu, select **Music Library Settings**.

   The shared music folders that are currently available to your Sonos system appear.
2. Select the **Folders** tab and click **Add** (PC) or (Mac).
3. Choose one of the following options:
   - **In my Music folder**, and then click **Next**. Follow the on-screen instructions to make your music accessible to the Sonos system. If necessary, you will be guided through the steps for sharing the music folder and adjusting your computer's sleep settings.

- **In another location on my computer, or on an external drive connected to my computer**, and then click **Next**. Type the path or browse to the location where your music is stored and follow the on-screen instructions to make your music accessible to the Sonos system. If necessary, you will be guided through the steps for sharing the music folder and adjusting your computer's sleep settings.
- **On a networked device such as a network attached storage (NAS) drive**, and then click **Next**.
  a. Type the network path for the music folder (*Name**Sharename*, where *Name* is the network name for your computer or NAS device, and *Sharename* is the name of the top level shared folder), or click **Browse** (PC) to navigate to it. Click **Next**.
  b. If it is not shared anonymously, enter the user name and password of a user with permission to access this folder, and then click **Next**.
- **Add audio books from my Audible folder** (PC), and then click **Next**. Follow the on-screen instructions to make your audio books accessible to the Sonos system. If necessary, you will be guided through the steps for sharing the folder and adjusting your computer's sleep settings.

Windows Sharing on a Mac

Depending upon where your music is stored, you may be asked to provide an administrator name and password to allow access to your music folders.

If your Macintosh computer does not have *Windows Sharing* enabled, the Sonos Controller for Mac or PC will guide you through the process of enabling it. Your music files are never copied from their current locations - your folders are simply shared so they can be accessed by your Sonos system.

Viewing shared folders

- From the **Manage** menu, select **Music Library Settings**.

The shared music folders that are currently accessible to your Sonos system are displayed. (If a computer on your network is turned off or is in sleep or standby mode, the music on that computer will be unavailable to the Sonos system until the computer is turned back on.)

Stop accessing a shared folder

1. From the **Manage** menu, select **Music Library Settings**.
2. Click the **Folders** tab.
3. Select the shared folder you want to remove from the list, and then click **Remove** (PC) or (Mac).
4. Confirm that you want to delete the shared folder.

Updating the music index

The Sonos system indexes your local music library so you can view your music collection by categories (such as artists, albums, composers, genres, or tracks.) During setup, all of your available music folders are indexed for easy selection. If you add new music, simply update your music index to add this music to your local music library.

1. From the **Manage** menu, select **Update Music Library Now.**

2. Click **Yes** to confirm.

   The message, “Indexing” appears in the **MUSIC** pane. When the update is complete, the message disappears.

Scheduling automatic updates

You can set your music system to automatically update your music index at the same time each day.

1. From the **Manage** menu, select **Music Library Settings**.
2. Click the **Advanced** tab.
3. Check the **Update content every day at** box, and then select the time of day you would like your music index to automatically update.

Contributing artists

Contributing Artists are those who appear on individual tracks within an album, including those on a compilation or soundtrack album. You can set your preferences to show or hide these individual artists within a **Contributing Artists** view.

1. From the **Manage** menu, select **Music Library Settings**.
2. Click the **Advanced** tab.
3. Check or uncheck the **Show Contributing Artists** checkbox.

   If this box is not checked, the Contributing Artists view will not display.

The **Show Contributing Artists** preference setting you select applies only to this Sonos Controller for Mac or PC. If you have another Sonos controller, you can select a different Contributing Artist view for it.

Imported playlists (M3U, WPL and PLS support)

The Sonos system is compatible with iTunes playlists as well as M3U, WPL and PLS playlist files created with third-party software (for example, iTunes, WinAmp, Windows Media Player, and so on). The Sonos system does not change music or playlist files created by other applications; these files are always treated as “read-only.”

To play music from imported playlists, drop the playlist file .PLS, .M3U or .WPL into the same music folder you have shared to the Sonos system, update your music index, and the custom playlists will appear when you select **Imported Playlists** from the **Music Library** menu.

iTunes support

You can view your iTunes playlists in the Sonos system by selecting **Imported Playlists** from the **Music Library**.

When you make changes to your iTunes playlist(s), exit iTunes, and then update your Sonos music index to see the changes (see "Updating the music index" on page 5-11.)

iTunes playlists are automatically imported into the **Imported Playlists** menu as long as your '*iTunes Music Library.xml*' file is shared along with your music to the Sonos system. For typical iTunes installations, this file is located in the iTunes folder.

Sonos is unable to play tracks that are protected by Apple’s proprietary Digital Rights Management (DRM) scheme.

For additional information, go to ***http://faq.sonos.com/iTunes***.

Sort folders by preference

You can set the sorting preference for music folders that are accessible from your local music library. You can choose to sort by:

- Track name
- Track number
- File name

1. From the **Manage** menu, select **Music Library Settings**.
2. Click the **Advanced** tab and select your sort order preference from the drop-down **Sort Folders by** list.

Compilation albums

If your music collection contains compilations and soundtracks, you may want to group these songs together in your music library instead of viewing them by individual artist. This means that any artists that appear solely on compilations will not appear in your *Artists* list. You can choose to group compilations within Sonos by:

- iTunes compilations
- Album artist

Group using iTunes compilations

iTunes normally organizes your iTunes Music folder as *[Artist]/[Album]/[Track name]*. iTunes has a feature that allows you to group your compilations albums together. This will organize your compilations and soundtrack albums as *[Compilations]/[Album]/[Track name]*.

Within iTunes:

1. Mark individual tracks as being part of compilations by highlighting the track and then selecting **File** -> **Get Info**.
2. Check the **Part of a compilation** checkbox.
3. Select **View** -> **Column Browser** and select the **Group Compilations** option. This will group the tracks you've marked as compilations.

Within Sonos:

You can organize your local music library to use this iTunes compilation view.

1. From the **Manage** menu, select **Music Library Settings**.
2. Click the **Advanced** tab and select **iTunes compilations** from the **Group Albums using** drop-down list.

   The music library updates immediately when you select this option.
3. If you would like to see the individual artists displayed in a *Contributing Artist* view, check the **Show Contributing Artists** checkbox.

   If this box is not checked, the Contributing Artists view will not display.

The **Show Contributing Artists** preference setting you select applies only to this Sonos Controller for Mac or PC. If you have another Sonos controller, you can select a different Contributing Artist view for it.

Group using AlbumArtists

Windows Media Player, as well as some other players, use the Album Artist category to group compilations and sound track albums (the Album Artist is the person, group or composer the album would be filed under in a store).

You can organize your local music library to use the AlbumArtist compilation view.

1. From the **Manage** menu, select **Music Library Settings**.
2. Click the **Advanced** tab and select **Album Artists** from the **Group Albums using** drop-down list.
3. If you would like to see the individual artists displayed in a *Contributing Artist* view, check the **Show Contributing Artists** checkbox.

   If this box is not checked, the Contributing Artists view will not display.

The **Show Contributing Artists** preference setting you select applies only to this Sonos Controller for Mac or PC. If you have another Sonos controller, you can select a different Contributing Artist view for it.

Do not group compilations

If you choose not to group compilation albums, the individual artists will display within your *Artists* view.

1. From the **Manage** menu, select **Music Library Settings**.
2. Click the **Advanced** tab and select **Do not group compilations** from the **Group Albums using** drop-down list.

   All of the individual artists will then appear in the **Artists** view.

Resetting local music library permissions on a PC

Some music services may automatically change the permissions on your music folders when you add music, so that Sonos can no longer access your music. If your music service does this, you can change the preference setting to allow Sonos to reset permissions when your music index is updated. You should not set this preference unless you need to, as it takes longer to update your music index when this box is checked.

1. From the **Manage** menu, select **Music Library Settings**.
2. Click the **Advanced** tab.
3. Check the **Fix permissions on music files so that Sonos can always access them** box.

Sonos Favorites

Sonos Favorites gives you quick and easy access to the music you love the most. You can add audio selections to your Sonos Favorites from any controller. Once you create a Favorite, it appears under **Sonos Favorites** on the **MUSIC** menu.

Note: Audio from docked iPods, wireless playback from iOS and Android devices, and line-in sources cannot be added to Sonos Favorites since these music sources may not always be available to your Sonos system.

Creating a Sonos Favorite

1. From the **MUSIC** menu, browse to find the selection you want to add to your Sonos Favorites.
2. Click ▼ to the right of the selection, and choose **Add to Sonos Favorites**.

   If there are multiple accounts for the music service associated with your Sonos system, the nickname for the music service account used to create the favorite appears below the selection in the **Sonos Favorites** list.

Note: To create a favorite from the selection you are currently listening to, click ⓘ from the **NOW PLAYING** pane and choose **Add to Sonos Favorites**.

Deleting a Sonos Favorite

1. Select **Sonos Favorites** from the **MUSIC** menu.
2. Click ▼ to the right of the selection you wish to delete, and choose **Delete Favorite**.

Renaming a Sonos Favorite

1. Select **Sonos Favorites** from the **MUSIC** menu.
2. Click ▼ to the right of the selection you wish to rename, and choose **Rename Favorite**.

Note: When you rename a Sonos Favorite playlist, the playlist name remains unchanged if you access it through the Sonos Playlists menu option.

Sonos Playlists

Sonos playlists are music queues you create and save for future listening. For example, you might want to create a *jazz* playlist, a *party* playlist, or an *easy listening* playlist.

Note: You can build playlists from multiple music service accounts, but you will not have the ability to see which account the tracks came from.

Creating a Sonos playlist

While browsing music, you can create a Sonos playlist or add to an existing playlist. Simply click ▼ to the right of a selection and choose **Add to Sonos Playlist**. Click **New Playlist** or select an existing playlist.

You can also save a music queue as a Sonos playlist by choosing **Save Queue** from the **QUEUE** pane.

Note: Tracks that reside on your iPhone, iPod touch, or iPad, or on your Android device are not included in a Sonos playlist. For more information, see "Wireless iTunes Playback from iOS Devices" on page 5-9 and "Wireless Playback from Android Devices" on page 5-10.

Adding to an existing Sonos playlist

Note: Tracks that reside on your iPhone, iPod touch, iPad, or on your Android device are not included in a Sonos playlist. For more information, see "Wireless iTunes Playback from iOS Devices" on page 5-9 or "Wireless Playback from Android Devices" on page 5-10.

1. Select a music source from the **MUSIC** pane.
2. Browse to find a track or album.
3. Click ▼ next to the track or album you want to add to an existing Sonos playlist, and then select Add to **Sonos Playlist**.

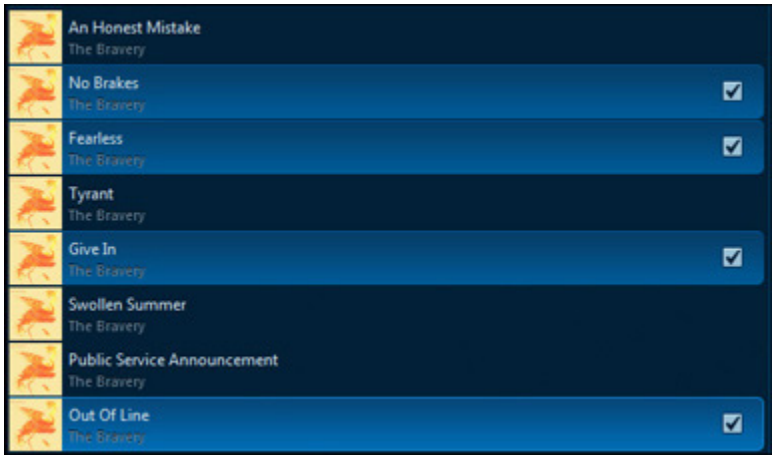
Note: The options that appear depend on the music source you have selected.

4. Select an existing playlist name to add the selection.

Note: While listening to a track, you can add it to a playlist. Simply click ⓘ from the **NOW PLAYING** pane, and then select **Add Track to Sonos Playlist**. While viewing the queue, you can save it as a playlist by choosing **Save Queue**.

Moving a track within a playlist

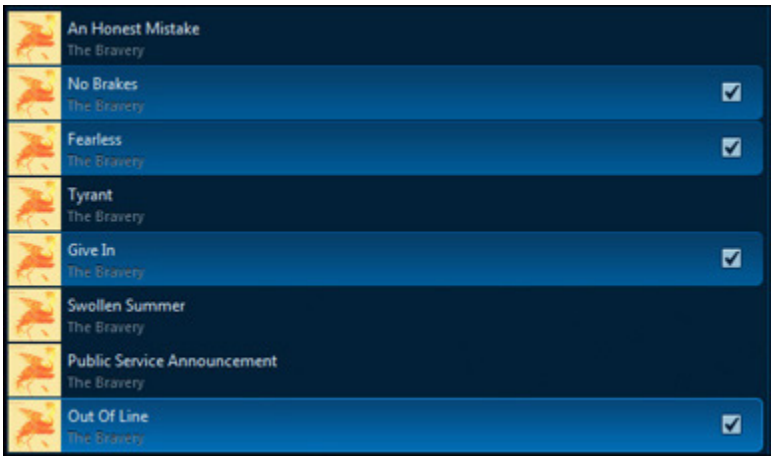
1. Select **Sonos Playlists** in the **MUSIC** pane.
2. Select a playlist.
3. Choose one of the following:
   - To move a single track, click the track you want to move and drag it to a new location within the playlist. Once it is in the desired location, release the mouse button.
   - To move multiple tracks, check the box to the right of each track you want to move. Click and drag the tracks to a new location within the playlist, and then release the mouse button.



You can select tracks that are not next to each other in the playlist. They maintain their current order in the new location.

Deleting a track from a playlist

1. Select **Sonos Playlists** in the **MUSIC** pane.
2. Select a playlist.
3. Choose one of the following:
   - To remove a single track, click ▼ next to the track you want to remove from the playlist, and then select **Remove Track**.
   - To remove multiple tracks, check the box to the right of each track you want to remove from the playlist, click ▼ next to one of the selected tracks, and then select **Remove Tracks**.



Deleting a Sonos playlist

1. Select **Sonos Playlists** in the **MUSIC** pane.
2. Click ▼ next to the playlist you want to delete, and select **Delete Playlist**.

Note: If you delete a playlist that is also a Sonos Favorite, see "Deleting a Sonos Favorite" on page 5-15 to remove it from your Sonos Favorites.

Replacing the tracks in a playlist

You can replace the tracks in a playlist with the contents of the queue by choosing **Save Queue**, and then selecting an existing playlist.

Note: Tracks that reside on your iPhone, iPod touch, iPad, or on your Android device are not included in a Sonos playlist. For more information, see "Wireless iTunes Playback from iOS Devices" on page 5-9.

Renaming a Sonos playlist

1. Select **Sonos Playlists** in the **MUSIC** pane.
2. Click ▼ next to the playlist you want to rename, and select **Rename Playlist**.

Note: If you rename a Sonos playlist that is also a Sonos Favorite, the playlist name remains unchanged when you access it through the Sonos Favorites menu option.

Music from UPnP servers

Sonos can play music from compatible UPnP servers running on your network. If you are using a desktop application such as Rhapsody to organize the music on your local drive, your Sonos system can access the music server using Universal Plug and Play (UPnP). You should only use this method to access the music service's server if you are using their desktop application to access music or if you have multiple accounts for the same music service active in your household.

To access a music server using UPnP, first make sure UPnP is enabled in the music service desktop application so that the Sonos system can recognize it and show the music service in your music library. This is a one-time preference setting. Remember—your computer must be on in order to stream content if you are accessing a music server this way.

After you have enabled UPnP in the music service's desktop application, simply adjust the settings on your Sonos system to allow the music servers to display. See "Displaying music servers on Sonos" on page 5-19 for more information.

Windows Media Player

If you have Windows Media Player on your computer, you will need to turn on *media sharing* in Windows Media Player so that the Sonos system can access the music stored in your WMP library. When media sharing is turned on, Sonos can play all the music in your WMP library, including any DRM-free songs you've downloaded from a music service.

For additional information, go to ***http://faq.sonos.com/wmpsharing***.

Enabling Windows media sharing

1. Start Windows Media Player.
2. Click **Stream**.
3. Choose one of the following options:
   - Allow Internet access to home media
   - Allow remote control of my player
   - Automatically allow devices to play my media—you may want to choose this option so streaming will automatically be allowed each time you add a device to your network.

When you turn on media streaming, you can select **More streaming options** to see a list of your networked devices. You can choose to allow or block individual devices.

Note: If you do not allow media streaming on all Sonos products, those Sonos products will not be able to play the music stored in your Windows Media Player library.

After you have turned on media sharing in Windows Media Player, simply adjust the settings on your Sonos system to allow the music servers to display. See "Displaying music servers on Sonos" on page 5-19 for more information.

Displaying music servers on Sonos

1. Choose one of the following:
   - Using the Sonos Controller for PC, select **Manage** -> **Settings**.
   - Using the Sonos Controller for Mac, select **Sonos** -> **Preferences**.
2. Select **Advanced**.
3. On the **Music Servers** tab, choose one of the following options under **Local Music Servers**:
   - Check the **Show Windows Media Servers** checkbox.
   - Check the **Show Rhapsody UPnP servers** checkbox.

Docked iPods

You can select music directly from your device when it is seated in the DOCK (autoplay mode), or you can use any Sonos controller to make music selections and control playback (accessory mode). Place a compatible device in the DOCK, and select **Docked iPods** from the **Music** menu.

The DOCK is compatible with:

- iPod touch (1st, 2nd, 3rd, and 4th generation)
- iPod classic
- iPod nano (3rd, 4th, 5th and 6th generation)
- iPhone 4, 4S, iPhone 3GS
- iPhone 3G, iPhone

Playing Music

You can select music by selecting a music source from the **MUSIC** pane, select a category (such as **Artists**, **Albums**, or **Composers**), and then drilling down through the selected source, or you can search for music in a specific source.

Selecting Music

Browse

Note: The music you select will play in the room or group that's highlighted in the **ROOMS** pane.

1. From the **ROOMS** pane, click to highlight the room you want to play music in.
2. Select a music source from the **MUSIC** pane.
3. Select a category, such as **Artists**, **Albums**, or **Composers,** and click to *drill down* through the category until you reach the choice you want.
4. Click ▼ to the right of the selection, and then choose one of the following options:
   - **Play Now** to start playing the selection. If the selection has tracks, they are added to the end of the queue.
   - **Play Next** to add the selection to the music queue as the next selection to play.
   - **Add to Queue** to add the selection to the end of your music queue.
   - **Replace Queue** to remove the contents of the current queue, replace it with this selection, and start playing it the first track of the selection.
   - **Add to Sonos Favorites** to add the selection to your list of favorites.
   - **Add to Sonos Playlist** to add the selection to an existing playlist or create a playlist that has this selection. iTunes tracks that reside on your iPhone, iPod touch, or iPad are not included in a Sonos playlist. For more information, see "Wireless iTunes Playback from iOS Devices" on page 5-9.
   - **Info & Options** to display additional options, such as adding a track to your Sonos favorites or viewing artist/album information.

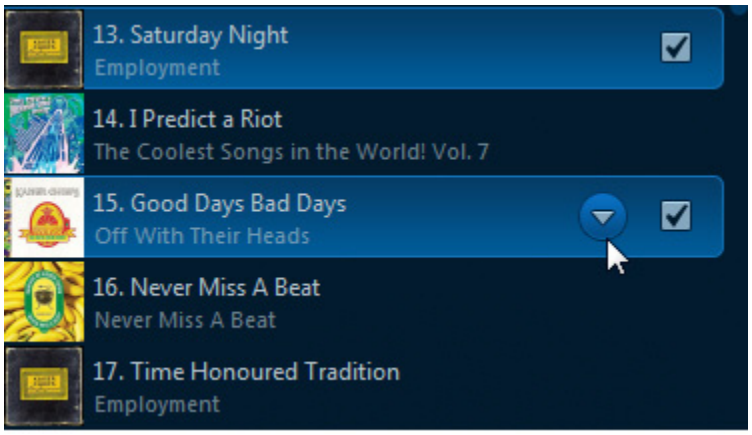
Note: The options that appear depend on the music source you have selected.

If you've created Sonos playlists (saved queues), you can play them anytime by selecting **Sonos Playlists** from the **MUSIC** pane.

Chapter 6

Multi-Select

1. Check the box that appears on the right for each item you want to select.
2. Choose one of the following:
   - Click ▼ to choose an option.


13. Saturday Night
Employment
14. I Predict a Riot
The Coolest Songs in the World! Vol. 7
15. Good Days Bad Days
Off With Their Heads
16. Never Miss A Beat
Never Miss A Beat
17. Time Honoured Tradition
Employment

   - **Play Selected Now** to add the selection to the end of the queue and start playing the first track of the selection.
   - **Play Selected Next** to add the selection to the music queue as the next selection to play.
   - **Add Selected to Queue** to add the selection to the end of your music queue.
   - **Replace Queue** to remove the contents of the current queue, replace it with this selection, and start playing the first track of the selection.
   - Drag and drop the selections to the **QUEUE** pane or the **ROOMS** pane.

Note: You can also double-click a selection to add it to the end of the queue and start playing the first track of the selection.

Drag and Drop

You can *drag and drop* selections directly from a music source to the queue or to a room. Click a selection and, while holding down the mouse, drag the selection to the **QUEUE** or **ROOMS** pane, and then release.

Searching for Music

1. From the **ROOMS** pane, select the room you want to play music in.
2. Choose one of the following:
   - From the **MUSIC** pane, select the source you want to search.
   - Click the down-arrow in the **Search** box and select the source you want to search. (For Pandora, the box says **New Station**.)
3. Enter your search criteria (full or partial). As you type, the list populates.

   You can also search using the metadata for a track by highlighting the track, and then selecting **Edit** -> **Copy**. You can then paste this content into the Search box in your Sonos Controller for Mac or PC. You can also paste this content into an online search engine.
4. Click a category you wish to search (for example, **Artists**, **Albums**, **Composers**, or **Tracks**).

Mini Controller

The Mini Controller includes playback controls plus access to information about the track that is currently playing.

1. Choose one of the following:
   - Select **File** -> **Show Mini Controller** (PC).
   - Select **Window** -> **Mini Controller** (Mac).
   - From the **NOW PLAYING** pane, click the album art.

2. Mouse over the large album art to display the playback controls.

3. Choose one of the following:
   - Click the playback controls to play, pause, or mute your music. Playback controls are also available by mousing over the Sonos Controller icon in the system tray (PC) or right-clicking the Sonos Controller icon in the dock (Mac).
   - Click to display options for viewing artist/album information or adding a track/album to your music library. The information appears in the **MUSIC** pane.
   - Click (Windows) or (Mac) to resize the Mini Controller. Click again to return the Mini Controller to its previous size.
   - Close the Mini Controller.

Note: You can also click the large album art in the Sonos Controller for Mac or PC main display to close the Mini Controller.

Managing the Music Queue

When you select tracks, they are added to a list called a *music queue*. You can create a different queue for each room in your home, or you can group rooms together to play the same audio. Tracks in the queue will play in order unless you turn on shuffle and/or repeat.

Once you have added tracks to a queue, you can make changes to the music queue using the queue controls. Sonos playlists are music queues you create and save for future listening. For more information, see "Sonos Playlists" on page 5-15.

Note: Wireless playback from iOS and Android devices allows you to select and play music and podcasts stored on any iPhone, iPad, iPod touch, or Android device that's on the same network as your Sonos products. If there are tracks in the queue from a mobile device that is not currently available to Sonos, you may see a message indicating that the selection cannot be played at this time.

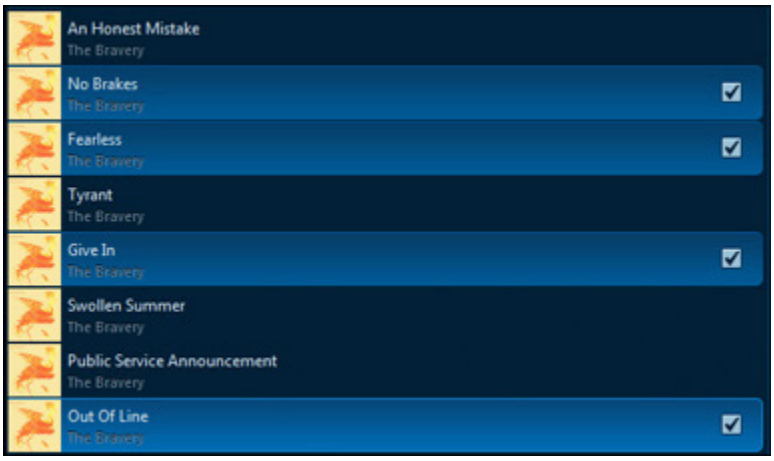
Playing a track from the queue

Click ▼ next to a track in the **QUEUE** pane, and then select **Play Track**. Playback continues through the tracks in the queue.

Deleting a track from the queue

Choose one of the following:

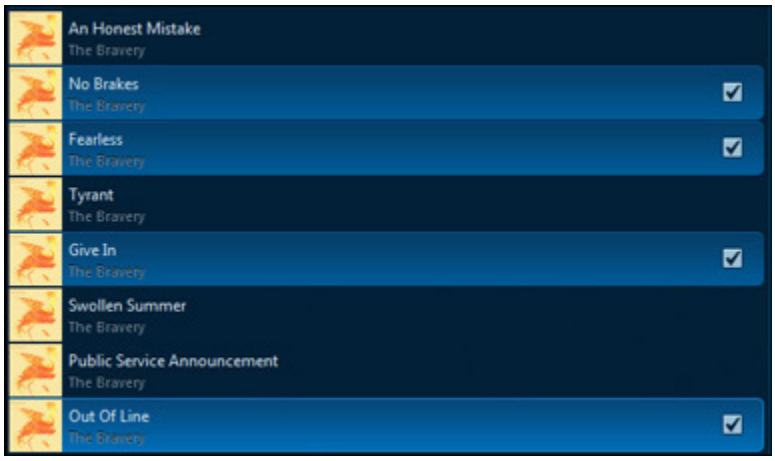
- To remove a single track, in the **QUEUE** pane, click ▼ next to the track you want to remove from the music queue, and then select **Remove Track**.
- To remove multiple tracks, in the **QUEUE** pane, check the box to the right of each track you want to remove from the queue. Click ▼ next to one of the selected tracks, and then select **Remove Selected Tracks** (PC) or **Remove Tracks** (Mac).



Moving a track within the queue

Choose one of the following:

- To move a single track, in the **QUEUE** pane, click the track you want to move and drag it to a new location within the queue. Once it is in the desired location, release the mouse button.
- To move multiple tracks, in the **QUEUE** pane, check the box to the right of each track you want to move. You can select songs that are not next to each other in the queue. Drag the tracks to a new location within the queue, and then release the mouse button.



When you select tracks, they will maintain their current order in the new location.

Clearing the queue

- Click **Clear Queue** from the bottom of the **QUEUE** pane.

This clears the entire queue in the selected room and the music stops playing.

Saving a queue as a Sonos playlist

- Click **Save Queue** from the **QUEUE** pane.

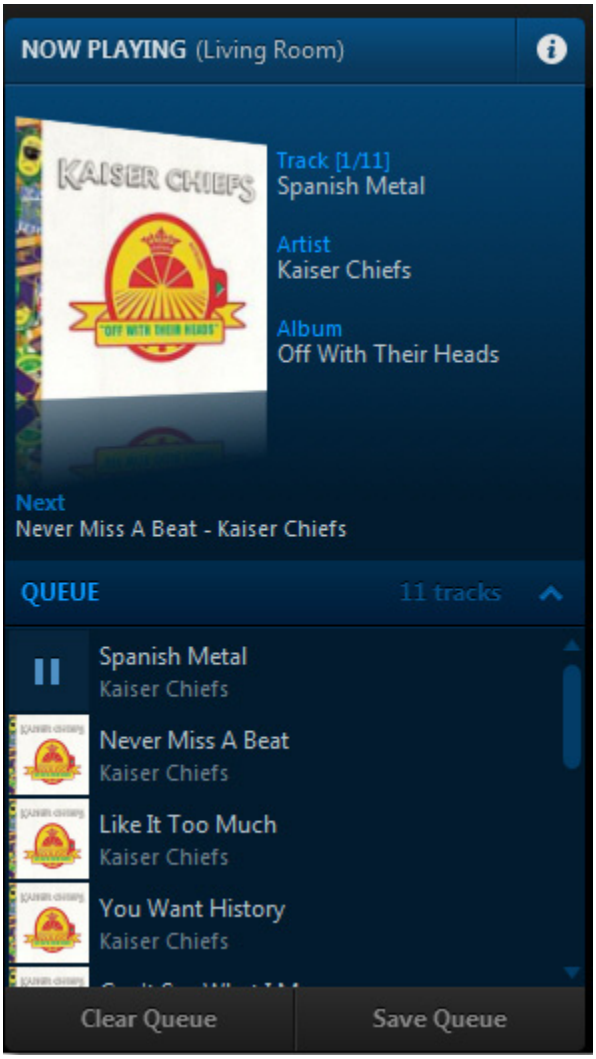
You can access these playlists anytime by selecting **Sonos Playlists** from the **Music** menu.

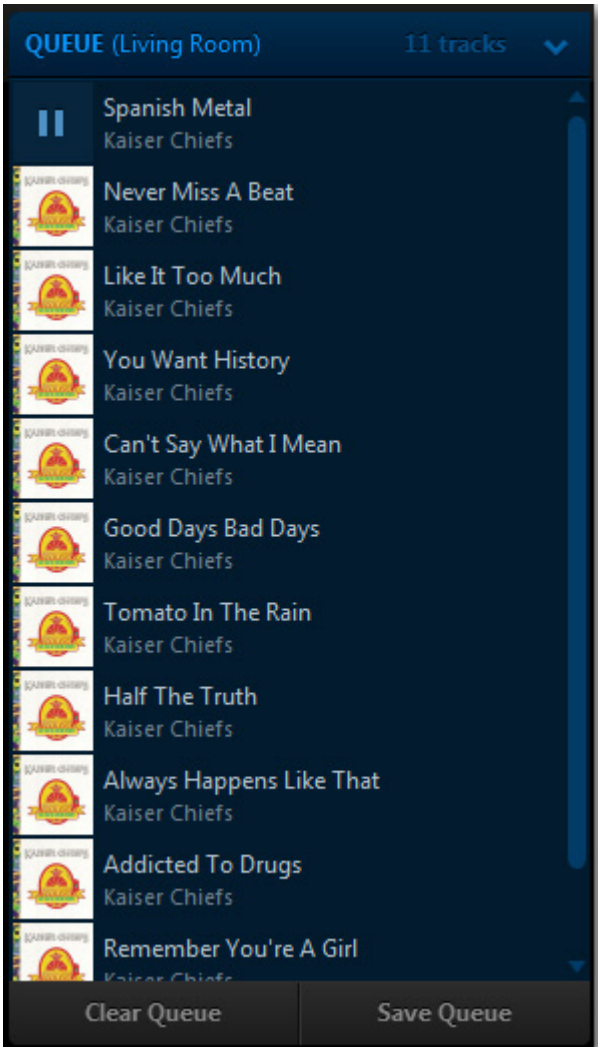
Note: Tracks that reside on your iPhone, iPod touch, iPad or your Android device are not included in a Sonos playlist.

Resizing the QUEUE pane

Choose one of the following:

- Click to expand the size of the **QUEUE** pane and display more of the list of tracks queued to play. The **NOW PLAYING** pane slides out of view.





- Click to make the **QUEUE** pane smaller. The **NOW PLAYING** pane displays.

Changing the play mode

- Click the **Repeat**, **Shuffle**, or **Crossfade** buttons to change the play mode.

The icon for the selected play mode appears highlighted.

	Shuffle	Changes the order of the tracks in the music queue. Turn shuffle off to return the tracks to their original playback order. Turn shuffle on again and get a different mix.
	Repeat	Repeats the music queue after the last track has finished.
	Crossfade	Fades out the current track while fading in the next track to create a smooth transition between tracks.

Turning Off the Music System

Your Sonos system is designed to be always on; the system uses minimal electricity whenever it is not playing music.

- To quickly stop streaming audio in all rooms, select **Pause All** from the **ROOMS** pane.
- To quickly stop streaming audio in a room or room group, press the **Play/Pause** button on a Sonos player (may appear as a **Mute** icon on some players).

Your Sonos products remain *off* until you select on a Sonos Controller app, or press the **Play/Pause** button on a player to restart each room or room group.

Tips and Troubleshooting

Basic Troubleshooting

Warning: Do not open Sonos products as there is a risk of electric shock. Under no circumstances should Sonos products be repaired by anyone other than an authorized Sonos repair center, as this will invalidate the warranty. Please contact Sonos Customer Support for more information.

If a problem occurs, you can try the troubleshooting suggestions listed below. If one of these doesn't remedy the problem, or you are not sure how to proceed, please contact the Sonos Customer Support team and we'll be happy to help.

Sonos product(s) not detected during setup

- Check to make sure the power cord is properly seated.
- A network issue may be preventing the product from connecting to your Sonos system. If this is a wireless Sonos product, try moving the Sonos components closer together, or use an Ethernet cable to hard wire the product to your router temporarily to see if the problem is related to wireless interference.

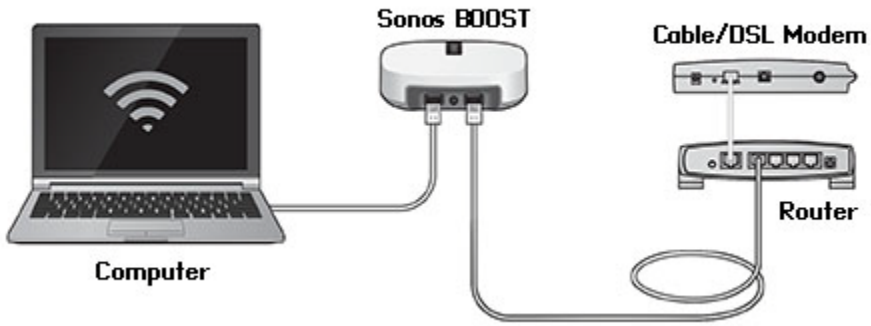
If you encounter this message while a Sonos product is connected to your router, you can try the steps below to resolve this issue. If you are still experiencing problems, please contact Sonos Customer Support.

1. Check the firewall

Firewall software installed on the computer may be blocking the ports that Sonos uses to operate. First, disable all your firewalls and try to connect again. If this resolves the problem, you should configure your firewall to work with the Sonos Controller for Mac or PC. Please go to our website at ***http://faq.sonos.com/firewall*** for additional information. If this does not resolve the problem, you can try step 2 below.

2. Check the router

You can bypass your router's switch to determine whether there are any router configuration issues by connecting a Sonos product as shown below—in this BOOST configuration example, note that the BOOST and the computer still have Internet access:



- Be sure that your cable/DSL modem is connected to the router's WAN (Internet) port.
- Temporarily remove any other components that are wired to your network.
- Connect an Ethernet cable from the computer directly to the back of the BOOST, and then connect another Ethernet cable from that Sonos product directly to one of the LAN ports on your router.
- When you make a change to your network configuration, you may need to power cycle the Sonos product by unplugging the power cord, and then plugging it back in.

3. Check the wiring

Check the indicator lights on both the router and the Sonos product. The link/status lights should be lit solid, and the activity lights on the router should be blinking.

- If the link lights are not lit, try connecting to a different port on your router.
- If the link lights still do not light, try connecting a different Ethernet cable.

Sonos player is not operating properly

- If the status indicator is not lit and no sound is produced when the unit is plugged in, check to ensure the power cord is properly seated.
- If the status indicator is solid white, make sure the volume is set to a suitable level; make sure MUTE is not on; if CONNECT:AMP, make sure external speakers are connected securely.
- If the player has suddenly stopped playing music and the status indicator is flashing orange and white, pause or unplug the player for a few minutes to allow it to cool. Check to make sure the vents are not blocked. See "Player Status Indicators" on page A-6.

- Check the link/activity lights on both the router and the Sonos product that is wired to your router.The link lights should be lit solid and the activity lights should be blinking.
  - If the link lights are not lit, try connecting to a different port on your router.
  - If the link lights still do not light, try using a different Ethernet cable.
- Move your Sonos controller closer to a player.
- Check to ensure there are no obstacles to impede wireless operation.
- Check your network connections.
- The Sonos player may need to be **reset**. Disconnect the power cord for 5 seconds, and then reconnect. Wait for the Sonos player to restart.

Not all rooms are visible, or Sonos app doesn't work in some rooms, or music stops when I use my 2.4 GHz phone

You are probably experiencing wireless interference. You can change the wireless channel your Sonos system is operating on by following the steps below.

- Using a handheld Sonos controller: From the **Settings** menu, touch **Advanced Settings** -> **SonosNet Channel**. Choose another SonosNet (wireless) channel from the list.
- Using the Sonos Controller App for PC: Select **Settings** -> **Advanced** from the **Manage** menu. On the **General** tab, select another wireless channel from the list.
- Using the Sonos Controller App for Mac: Select **Preferences** -> **Advanced** from the **Sonos** menu. On the **General** tab, choose another SonosNet (wireless) channel from the list.

It may take several seconds for the switch to take effect. If you have music playing, a short music dropout may occur during the wireless channel change.

I have a new router

If you purchase a new router or change your ISP (Internet service provider), you will need to restart all your Sonos products after the router is installed.

Note: If the ISP technician connects a Sonos product to the new router, you only need to restart your wireless Sonos products.

1. Disconnect the power cord from all of your Sonos products for at least 5 seconds.
2. Reconnect them one at a time, starting with the Sonos product that is connected to your router.

   Wait for your Sonos products to restart. The status indicator light will change to solid white on each product when the restart is complete.

I**f your Sonos setup is completely wireless,** you will also need to change your wireless network password. Follow the steps below:

1. Temporarily connect one of your Sonos players to the new router with an Ethernet cable.
2. From the Sonos music menu on your controller, select **Settings**.
3. Select **Advanced Settings** -> **Wireless Setup**.

   Sonos will detect your network.

4. Enter the password for your wireless network.
5. Once the password is accepted, unplug the player from your router and move it back to its original location.

I want to change my wireless network password

If your Sonos system is set up wirelessly and you change your wireless network password, you will also need to change it on your Sonos system.

1. Temporarily connect one of your Sonos players to your router with an Ethernet cable.
2. Choose one of the following options:
   - Using a handheld Sonos controller, select **Settings** -> **Advanced Settings** -> **Wireless Setup.**
   - Using the Sonos Controller App for PC, select **Settings** -> **Advanced** from the **Manage** menu. On the **General** tab, select **Wireless Setup.**
   - Using the Sonos Controller App for Mac, select **Preferences** -> **Advanced** from the **Sonos** menu. On the **General** tab, select **Wireless Setup.**
3. Enter the new wireless network password when prompted.
4. Once the password is accepted, you can unplug the player from your router and move it back to its original location.

After upgrading Windows, music doesn't play

After you upgrade from Windows Vista to Windows 7 or 8, you may experience problems playing the music stored on the recently updated computer. To ensure uninterrupted play, you'll need to re-add the music folders stored on *that* computer to your Sonos system.

1. Select **Manage** -> **Settings** (PC) or **Sonos** -> **Preferences** (Mac).
2. Select **Music Library Settings**.
3. On the **Folders** tab, highlight the shared folder you want to remove, and click **Remove** (PC) or **−** (Mac).
4. Confirm that you want to delete the shared folder.
5. Repeat until you have removed all of the folders.
6. Next, re-add the share by selecting **Add** (PC) or **+** (Mac).
7. Select **In another location on my computer, or on an external drive connected to my computer**, and then click **Next**.
8. Select the music folder you just removed, and click **Next**.

Poor quality playback on my Android device

If you notice problems with playback quality it may be because you are streaming large amounts of data, such as video, to an Android device that is connected to SonosNet. Try removing the devices from SonosNet to see if the playback quality improves.

Remove a single Android device from SonosNet

1. From the **Settings** menu, touch **Advanced Settings**.
2. Touch **Connect to SonosNet**, and then touch **Next**.

3. Clear the **Allow Connection** option. If the option is checked, the controller can connect to SonosNet.
4. Touch **Done**.

Remove all of your Android devices from SonosNet:

1. From the **Settings** menu, touch **Advanced Settings**.
2. Select **Reset SonosNet Key** -> **Reset**.

The Android devices will connect through the wireless networks that are available to them. If you want the controllers to connect to SonosNet again, simply add them back one at a time.

Add Android devices to SonosNet

If you want to reconnect your controllers to SonosNet, add them back one at a time by following the steps below.

1. Select **Settings** -> **Advanced Settings** from the Sonos music menu.
2. Touch **Connect to SonosNet**, and then follow the on-screen prompts.

Player Status Indicators

Important Note: Do not place any items on top of your Sonos player. This may impede the air flow and cause it to overheat.

Indicator Lights	Player State	Sonos Product	Additional Information
Solid white	Powered up and associated with a Sonos system	BRIDGE, BOOST, CONNECT, SUB, CONNECT:AMP, DOCK, PLAY:1, PLAY:3, PLAY:5, PLAYBAR	If desired, when the product is in normal operation, you can turn the white status indicator light on or off by selecting **White Status Light** from the **Room Settings** menu. (The SUB indicator will reflect the same setting as the player it is paired with.)
Flashing white	Powering up	BRIDGE, BOOST, CONNECT, SUB, CONNECT:AMP, DOCK, PLAY:1, PLAY:3, PLAY:5, PLAYBAR	
Flashing green	Powered up, not yet associated with a Sonos system	BRIDGE, BOOST, CONNECT, SUB, CONNECT:AMP, DOCK, PLAY:1, PLAY:3, PLAY:5, PLAYBAR	For a SUB, this may indicate the SUB is not yet paired with a player.
Solid green	Volume set to zero or muted	CONNECT, CONNECT:AMP, PLAY:1, PLAY:3, PLAY:5, PLAYBAR	
Slowly flashing green	Surround audio is off or SUB audio is off	PLAY:1, PLAY:3, SUB	Applicable for player configured as a PLAYBAR surround speaker, or for a SUB paired with a PLAYBAR
Solid orange	During wireless setup, this occurs while the Sonos open access point is temporarily active. If you are not setting up your Sonos system, this may indicate warning mode.	CONNECT, SUB, CONNECT:AMP, PLAY:1, PLAY:3, PLAY:5, PLAYBAR	If the orange light is on AND the player's volume level automatically reduces, this indicates the player is in warning mode. • Press the **Pause** button to stop the audio • Check the vent slot for adequate cooling • Check the room temperature to make sure it's less than 104°F/ 40° C • If the player is in direct sunlight, provide shade • Allow the player to cool for several minutes and then press **Play** to restart the audio • If the problem does not resolve, please contact Customer Support

Indicator Lights	Player State	Sonos Product	Additional Information
Rapidly flashing orange	Playback / Next Track failed	CONNECT, CONNECT:AMP, PLAY:1, PLAY:3, PLAY:5, PLAYBAR	Indicates either playback or next track was not possible
Flashing orange	During SonosNet setup, this occurs after a button press while the product is searching for a household to join.	BRIDGE, BOOST, CONNECT, SUB, CONNECT:AMP, DOCK, PLAY:1, PLAY:3, PLAY:5, PLAYBAR	
Slowly flashing orange and white	Fault mode	CONNECT, CONNECT:AMP, PLAY:1, PLAY:3, PLAY:5, PLAYBAR, SUB	If the lights are flashing orange and white AND the volume automatically mutes, this indicates the player is experiencing a fault condition. • Press the **Pause** button to stop the audio • Check the room temperature to make sure it's less than 104°F/40° C • If the player is in direct sunlight, provide shade • Allow the product to cool for several minutes and then press **Play** to restart the audio • If the problem does not resolve, please contact Customer Support

About Your Music System

If you call Sonos Customer Support, you may be asked for specific details regarding your Sonos system. You can find this information by choosing one of the following options:

- Select **About My Sonos System** from the **Settings** menu on a handheld controller.

Or,

- Select **About My Sonos System** from the **Help** menu on the Sonos Controller for PC.

Or,

- Select **About My Sonos System** from the **Sonos** menu on the Sonos Controller for Mac.

Can't Find What You're Looking For?

If you can't find the answer to your question in our documentation, please visit our Frequently Asked Questions (FAQ) pages at ***www.sonos.com/support***.

Or, ask us a question at ***http://faq.sonos.com/ask***.

Regulation Information

USA

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- All Sonos devices have in-products antennas. Users cannot reorient or relocate the receiving antenna without modifying the product
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

Caution: Modifications not expressly approved by the manufacturer may void the user's authority to operate the equipment under FCC rules.

The device for operation in the band 5150-5250 MHz is only for indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems.

Canada

This Class B digital apparatus complies with Canadian ICES-003 and RSS-210. Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

The installer of this radio equipment must ensure that the product is located such that it does not emit RF field in excess of Health Canada limits for the general population; consult Safety Code 6, obtainable from Health Canada's website ***www.hc-sc.gc.ca/rpb***. As mentioned before, the installer cannot control the antenna orientation. However, they could place the complete product in a way that causes the problem mentioned above.

The device for operation in the band 5150-5250 MHz is only for indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems.

Be advised that high-power radars are allocated as primary users (i.e. priority users) of the bands 5250-5350 MHz and 5650-5850 MHz and that these radars could cause interference and/or damage to LE-LAN devices.

Canada

Cet appareil numérique de classe B est conforme aux normes NMB-003 et CNR-210 en vigueur au Canada. Son fonctionnement est soumis aux deux conditions suivantes : (1) Cet appareil ne doit pas créer d'interférences nuisibles. (2) Cet appareil doit tolérer toutes les interférences reçues, y compris les interférences pouvant entraîner un fonctionnement indésirable.

L'installateur du présent matériel radio doit veiller à ce que le produit soit placé ou orienté de manière à n'émettre aucun champ radioélectrique supérieur aux limites fixées pour le grand public par le ministère fédéral Santé Canada ; consultez le Code de sécurité 6 sur le site Web de Santé Canada à l'adresse : ***www.hc-sc.gc.ca/rpb***. Comme indiqué auparavant, l'installateur ne peut pas contrôler l'orientation de l'antenne. Il peut néanmoins placer le produit tout entier de manière à provoquer le problème décrit ci-dessus.

Les dispositifs fonctionnant dans la bande 5150-5250 MHz sont réservés uniquement pour une utilisation à l'intérieur afin de réduire les risques de brouillage préjudiciable aux systèmes de satellites mobiles utilisant les mêmes canaux.

Les utilisateurs de radars de haute puissance sont désignés utilisateurs principaux (c.-à-d., qu'ils ont la priorité) pour les bandes 5250-5350 MHz et 5650-5850 MHz et que ces radars pourraient causer du brouillage et/ou des dommages aux dispositifs LAN-EL.

Europe

Sonos declares that this product herewith complies with the requirements of the EMC Directive 2004/108/EC, Low Voltage Directive 2006/95/EC, Eco-Design Directive 2005/32/EC, RoHS Directive 2011/65/EU and the R&TTE Directive 1999/5/EC when installed and used in accordance with the manufacturer's instructions. A copy of the full Declaration of Conformance may be obtained at ***www.sonos.com/support/policies***.

CE Attention In France, operation is limited to indoor use within the band 5150-5350 MHz.

SonosNet is the propriety wireless mesh network architecture designed to provide robust transmission of high fidelity streaming digital music. All Sonos players within the SonosNet mesh network act as both a client and access point simultaneously. Each Sonos player expands the range of SonosNet mesh network because while each device must be within range of at least one other Sonos player, they do not need to be within range of a central access point. In addition to extending the range between Sonos products, SonosNet can extend the range of other data networking devices within the home, such as Android devices directly connected to SonosNet. Due to the high network availability requirements of the SonosNet mesh network, Sonos players do not have a standby or off mode other than removing the power cord from the AC mains.

RF Exposure Requirements

To comply with FCC and Industry Canada exposure essential requirements, a minimum separation distance of 20cm (8 inches) is required between the equipment and the body of the user or nearby persons.

Recycling Information

This symbol on the product or on its packaging indicates that this product shall not be treated as household waste. Instead please deliver it to the applicable collection point for the recycling of electrical and electronic equipment. By recycling this product correctly, you will help conserve natural resources and prevent potential negative environmental consequences. For more detailed information about recycling of this product, please contact your local city office, your household waste disposal service or the shop where you purchased the product.

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